innovaphone

Installation Guide

Installation Guide for Gateways and Adapters

Set-Up

When installing the device, please ensure it has sufficient ventilation, especially when the device is installed in a closed cabinet. A special frame for 19" racks is available for mounting two devices in one height unit (product number 01-00999-001).

The device is only designed for use in dry rooms. Operating temperature is between 0 °C and 40 °C with relative humidity of 10 % to 90 % (non-condensing). Hardware problems can occur if the device is used in environments outside of this range. Please wait until the device has adapted to the new environment before carefully putting the device into operation.

Reduce the risk of accidents by laying the connecting cables carefully. Take care not to bend, pull or put too much mechanical strain on all connecting cables.
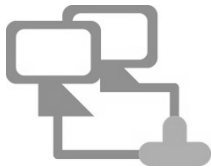
Power Supply

Power can be supplied via internal or external mains adapters, depending on the device type. All innovaphone devices can also use Power over Ethernet (PoE) according to IEEE 802.3af to get their electricity over the network. All types of electrical power can be connected simultaneously and can replace each another if one power source fails.

When used with the mains adapter, the device is designed for an AC network with 100V-240V and 50 Hz. Never attempt to connect the device to other mains supplies. Use only the mains adapter and power cable supplied. Other mains adapters and power cables could damage the device. Please note! Special cables that can be ordered from innovaphone are necessary for Switzerland, Great Britain and Italy. Please consult the innovaphone price list for further details.

The device is switched on as soon as it is connected to the power supply and the LED labelled "Ready" lights up. The device cannot be operated if the network fails. However, the device maintains its settings.
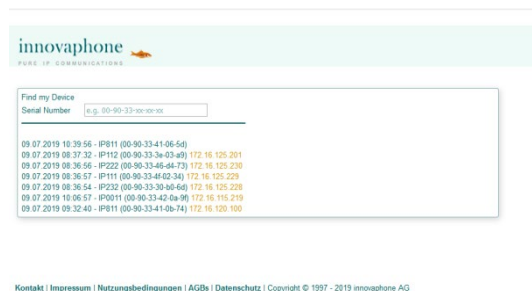
Configuration

Connect the ETH0 interface of the device to your network via an Ethernet cable. Configuration will take place over a web browser using the device's IP address.

First, carry out a "factory reset" to restore the default settings. In order to do so, please press the reset button between 6 and 12 seconds. The LED lamp "Ready" will flash green. After a while, the lamp will flash faster and you can let go of the reset button. After up to a few minutes, the LED will continuously light up in orange. The device has now deleted all data plus the flash memory and is set back to default settings. Now, the device will have to be turned off and switched back on again. The fastest option is to unplug and reconnect the mains cable. The factory reset has successfully been completed. The "ready" lamp lights and the ETH0 lamp is blinking. The device has now switched to the install mode and there are now different ways of taking the device into operation.

After a factory reset, the device will first try to set up a connection to the DHCP server and to reach the innovaphone provisioning server (config.innovaphone.com). This may take up to one minute. If the connection has successfully been established, the device can easily be found and installed via the website: config.innovaphone.com. To do so, enter config.innovaphone.com into any web browser (e.g. Firefox, Chrome, etc.) The installation page of the gateway will open up. Select the respective device from the displayed list and click onto the IP address or use the search field by entering the serial number.

Now, follow the installation instructions step by step.

Should the device be located in a different sub network, access may also be established via the IP address. You can retrieve the assigned IP address from the DHCP leases using the MAC address.

If no connection can be established to the DHCP server, briefly press the reset button. Both Ethernet ports will then be assigned a static IP address – either 192.168.0.1 (ETH0) or 192.168.1.1 (ETH1). Please note: the computer must be in the same subnet.

Alternatively, the NetBIOS method can also be applied. The device must be in the same subnet. The NetBIOS name is composed of the device name and a part of the MAC address according to following pattern: IPXXX-YY-YY-YY. The characters X are replaced by the device name and the characters Y by the last three bytes of the MAC address. The MAC address is provided on the label at the back of the device.

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Reset

There are three ways of resetting an innovaphone gateway or analog adapter.

- A short reset reboots the device. The reset button should not be pressed longer than one second. The configuration data are retained.
- For the medium reset, press the reset button for approx. 2 to 3 seconds. This does not reboot the device, instead, the device is transferred into TFTP mode, in order to execute commands over gwload (please see innovaphone Wiki). There are two ways to leave the TFTP mode: either briefly disconnect the power supply or perform a short reset.
- The factory reset will restore the factory settings of the device. To perform a factory reset, the reset button must be pressed for at least 6 seconds. (instructions see above).

Attention! Please be very careful how long you press the reset button to avoid restoring the factory settings by mistake!

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